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APPLICANTS

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**** CONTINUING DATA *******

None RDT

**** FOREIGN APPLICATIONS *********IF REQUIRED, FOREIGN FILING LICENSE GRANTED****** 11/15/2003**

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| Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | STATE OR COUNTRY IRELAND | SHEETS DRAWING 5 | TOTAL CLAIMS 16 | INDEPENDENT CLAIMS 9 |
| 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met <i>RDT</i> | Examiner's Signature <i>RDT</i> Initials | | | |

ADDRESS

23644

TITLE

Management of queues in contact centres

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| FILING FEE RECEIVED 1254 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit |
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